



Training Proposal for:
Perrin Bernard Supowitz, Inc.
dba Individual FoodService
Agreement Number: ET12-0226

Panel Meeting of: **December 16, 2011**

ETP Regional Office: **North Hollywood**

Analyst: M. Reeves

PROJECT PROFILE

Contract
Type: Retrainee

Industry
Sector(s): Services
 Green Technology

Counties
Served: Los Angeles

Repeat
Contractor: ☒ Yes ☐ No

Union(s): ☒ Yes ☐ No
 Teamsters Local Union No. 63

Priority
Industry: ☐ Yes ☒ No

No. of Employees in CA: 256

No. of Employees Worldwide: 256

Turnover Rate %	Manager/ Supervisor %
5%	5%

FUNDING DETAIL

Program Costs	Substantial Contribution	Total ETP Funding
\$202,500	\$0	\$202,500

In-Kind Contribution
\$240,000

TRAINING PLAN TABLE

Job No.	Job Description (by Contract Type)	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee	Business Skills, Commercial Skills, Computer Skills, Continuous Improvement, Management Skills	250	24 - 200	0	\$810	\$15.37
				Weighted Avg: 54			

Minimum Wage by County: \$15.37 per hour for Los Angeles County

Health Benefits: ☒ Yes ☐ No This is employer share of cost for healthcare premiums – medical, dental, vision.

Used to meet the Post-Retention Wage?: ☒ Yes ☐ No

\$3.88 per hour may be used to meet the Post-Retention Wage.

Wage Range by Occupation	
Occupation Title	Wage Range
Warehouse Staff	
Driver/Transportation Staff	
Office/Customer Service/Purchasing Staff	
Sales Staff	
Manager/Supervisor	

INTRODUCTION

In this proposal, Perrin Bernard Supowitz, Inc. dba Individual FoodService (IFS) seeks funding for retraining as outlined below:

IFS is a high volume distributor of paper, food, and janitorial products. The company serves more than 3,000 customers weekly including restaurants, wholesalers, food processors, caterers, healthcare facilities, and hospitality establishments. IFS meets out-of-state competition requirements as a company primarily engaged in providing services directly to customers located both inside and outside of California. (Title 22, California Code of Regulations, Section 4416(d).)

IFS has provided a letter of support from the Teamsters Local Union No 63, which represents approximately 160 of the frontline workers in this proposal.

Established in 1926 as a supplier of paper and janitorial products to doctors' offices and small restaurants, IFS has grown significantly through the years and currently maintains an inventory of over 6,000 items that are transported to customers weekly via the company's fleet of delivery

trucks. IFS has built a diverse product line over the years through key business relationships with leading foodservice industry manufacturers such as Dart, Solo, and Dixie/Georgia-Pacific. The company's product index includes cups, plates, containers, trays, boxes, condiments, juices, bottled water, aerosols, cleaners, dispensers, and towels.

PROJECT DETAILS

Within the past two years, IFS has introduced several new lines of products to its customers. Many of the new products are eco-friendly in nature, made from bamboo and other biodegradable and compostable materials. Some products are also made from tree-free and petroleum-free materials, using all natural substances such as polylactide corn starch or sugarcane bagasse. The company also offers green, environmentally safe janitorial and chemical sanitary maintenance products.

In keeping with IFS' ecological mission a sizable portion of the proposed training will consist of equipping workers in Customer Service, Purchasing, and Sales positions with the knowledge to recognize and convey the associated benefits of eco-friendly products. This area of training is intended to enhance communication with customers and vendors through improved product knowledge, customer service, and selling techniques.

IFS recently invested approximately \$40,000 to acquire a new network server, including Microsoft Office. The company plans to provide intermediate to advanced level computer skills training to its office personnel. In addition, Sales, Customer Service, and Purchasing employees will receive computer skills training on the company's internal operations software system (Target System) to improve order processing and inventory control measures.

The company's previous ETP-funded project helped it establish a corporate culture that places an emphasis on training. In the first contract, Business Skills and Commercial Skills topics focused primarily on the company's green business operations. IFS representatives reports that a small number of training topics listed in the prior project have been included with this proposal because the company was unable to cover all topics and some modules have been upgraded for expanded learning. In addition, IFS has increased its product line by approximately 1,000 items since the previous ETP contract. IFS is now prepared to deliver an additional series of training courses focused on continuous improvement and high performance workplace principles.

Business Skills training will be provided to all trainees to improve customer service and vendor relations. New product knowledge will be a major emphasis of training. Sales staff will learn sales techniques that stress product awareness and the ability to evaluate competitors.

Commercial Skills training will be provided to Drivers/Transportation staff in the areas of item selection and equipment operation. Warehouse staff will learn to effectively differentiate products for proper stacking and pulling of items for storage and delivery purposes.

Computer Skills training will teach Sales Representatives how to utilize laptop software to access item codes, view inventory, process orders, and execute cost/commission calculations. Customer Service, Purchasing, and Sales staff will be trained on the company's Target System to become more proficient at tracking orders and monitoring inventory.

Continuous Improvement training will be provided to all trainees and is designed to help the company become a cross-functional, high performance workplace. This training is designed to improve time management skills, enhance communication, and promote critical thinking.

Management Skills training will provide managers and supervisors with leadership, motivation, and decision making skills to promote better teamwork and productivity.

Commitment to Training

IFS represents that ETP funds will not displace its existing financial commitment to training and anticipates that the opportunity for enhanced training made possible by ETP funds will encourage an ongoing financial commitment in this area.

The company's past training efforts consist of new employee orientation, basic job skills, and government-mandated training. IFS confirms that safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

At the completion of ETP-funded training, IFS will continue to evaluate departmental and individual training needs in order to formulate on-going training initiatives.

RECOMMENDATION

For the reasons set forth above, staff recommends approval of this proposal.

PRIOR PROJECTS

The following table summarizes performance by IFS under an ETP Agreement that was completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned
ET10-0198	Bell	09/28/09 – 09/27/11	\$199,335	\$174,213 (87%)

DEVELOPMENT SERVICES

N/A

ADMINISTRATIVE SERVICES

N/A

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum**Class/Lab Hours**

24 - 200

Trainees may receive any of the following:

BUSINESS SKILLS

- Communication Skills with Vendors/Customers
- Sales Techniques
- Product Knowledge (Including eco-friendly disposable items, environmentally safe janitorial, cleaning, and chemical sanitary maintenance products)

COMMERCIAL SKILLS

- Item Selection Process
- Equipment Training/Operation
- Differentiate Products for Stacking and Pulling for Deliveries

COMPUTER SKILLS

- 2007 Microsoft Excel – Intermediate to Advance Level
- Laptop (item codes, inventory look-up, cost and commission calculation, contracts, customer maintenance, order entry)
- Target Software

CONTINUOUS IMPROVEMENT

- Communication and Conflict Resolution Skills
- Critical Thinking and Decision Making Skills
- Managing Multiple Priorities and Deadlines
- Solving Customer Problems More Efficiently
- Customer Satisfaction
- Higher Performance Workplace
- Critical Problem Solving
- Advanced Strategic Planning

MANAGEMENT SKILLS (managers and supervisors only)

- Leadership Principles
- Communicating at a Higher Level
- Building High Performance Teams
- Fred Factor

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.



TEAMSTERS LOCAL UNION No. 63

RANDY CAMMACK
SECRETARY-TREASURER

KEN HAARALA
PRESIDENT

Freight, Parcel,
Bakery, Dairy,
Meat, Poultry
and Factory
Workers in the
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Warehousemen,
and Helpers in
Los Angeles,
San Bernardino,
Riverside
Counties,
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Related Product
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Barbara, Kern,
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Kings,
Monterey, San
Benito, Fresno
and Merced.

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Date: May 5, 2011

To: Employment Training Panel

To Whom It May Concern:

Please be advised that Teamsters Local 63 is aware of the ETP Program and fully supports its implementation on behalf of our members at Individual Group.

If you have any questions, please call our office at (626) 859-4005.

Sincerely,

Randy Cammack
Secretary-Treasurer
Teamsters Local 63
RC/lis